

Goffstown Public Library Circulation Policy

Access to Materials

The Goffstown Public Library does not restrict access to any materials based on a person's color, religion, national origin, socioeconomic status, gender, sexual orientation, age, or ability. Free access to the whole library is essential to public library service for the entire community.

The library adheres to the Americans with Disabilities Act of 1990 that assures equal access to all library facilities, activities, and programs. Every attempt will be made to accommodate the needs of persons with disabilities.

Anyone wishing to use materials at the library may do so at no charge and without a library card. Some exceptions may apply.

The library staff must not be expected to act in loco parentis by parents who wish to limit the materials accessed by their own minor children. Parents who wish to limit their own children's access to materials should accompany the children to the library and supervise the borrowing process. Parents/guardians cannot rely on the library staff for such supervision. For more information, refer to our "Unattended Children Policy."

Getting a Library Card

A valid Goffstown library card is required for some programs and events (see also Programming Policy), the use of our digital services, the use of e-sources, museum passes, and for the requesting and borrowing of all materials. A card is considered valid if it is unexpired and has less than \$3.00 in charges owed.

The cardholder is responsible for the timely return of library materials and the payment of all charges. A schedule of fees is posted at the Circulation Desk; charges for lost and damaged materials are subject to the unique item and library ownership, plus any fees. Children (ages 6 to 16) who live in Goffstown can receive a library card with the consent of their parent or guardian. Those aged sixteen and older with an unexpired driver's license or government-issued ID may secure their own library card.

The Library Director or designee may approve a temporary library card on a case-by-case basis, for those who live in Goffstown but are temporarily without a permanent Goffstown address.

Residents

Residents and landowners of the Town of Goffstown are entitled to a library card without charge; replacement cards are available for a fee and with appropriate identification. Proof of residency is required and may be an unexpired driver's license or government-issued ID with the applicant's name and Goffstown address and/ or any recently received mail in the applicant's name, current year rental lease agreement in the applicant's name, current year property closing documents in the applicant's name, or last property tax bill in the applicant's name documenting the person's residency or property ownership. A P.O. Box is not valid proof of residency. Minors receive a library card at the age of six in the company of a parent or guardian who can provide proof of residency; those aged sixteen and older with an unexpired driver's license or

government-issued ID may secure their own library card. A resident card is valid for five years at which time the resident is asked to verify their residency and contact information for renewal.

Nonresidents

Individuals employed by the Town of Goffstown and SAU 19 are eligible for a complementary library card; replacement cards are available for a fee. Proof of employment, such as a recent paycheck or employee badge with the applicant's name and town department affiliation, is required annually, in addition to an unexpired driver's license or government-issued ID documenting the applicant's legal address. Family members are not eligible for library cards unless they meet other nonresident requirements.

Other New Hampshire residents desiring a Goffstown Public Library card may purchase a non-resident library card for an annual fee, in addition to an unexpired driver's license or government-issued ID documenting the applicant's legal address. The card is valid for one year from the date of payment and can be renewed annually upon payment of the non-resident fee. The fee pays for one card; other family members desiring a card must also pay the required fee unless they meet other nonresident requirements. The non-resident fee may be subject to increase. The Board of Trustees periodically reviews the non-resident fee based on what homeowners pay in taxes for library services with a median-priced home in Goffstown.

Non-resident cardholders receive the same benefits of service as those cardholders residing in the Town of Goffstown. Library cards are not provided to out-of-state residents, except for current students at St. Anselm College.

Nonresident School-age Students

School age students attending any Goffstown public school and who do not live in Goffstown may receive a complementary library card with proof of current year school affiliation and picture ID. This card expires on November 1st of each year and may be renewed annually with proof of current school year affiliation. Non-resident minor students must be accompanied by a parent or guardian with an unexpired driver's license or government issued ID documenting the applicant's legal address. Students aged sixteen and older with an unexpired driver's license or government-issued ID that includes an address may secure their own library card.

Nonresident Students at St. Anselm College

Students enrolled at St. Anselm College are eligible for a complementary library card with proof of current semester enrollment to the college. Students must also provide an unexpired driver's license or government-issued ID documenting their legal address that will be used on their library record. This library card expires on November 1st and may be renewed annually with proof of current year school affiliation.

Applicant & Cardholder Responsibilities

It is the responsibility of the cardholder to let the library staff know if there is a change of name, mailing address, email address, or telephone number. Cardholders must come to the Library in-person to renew their library card; Library staff will not renew library cards over the phone or email. It is the responsibility of the applicant to provide required

documentation when applying for a library card. Library staff will not make phone calls to confirm residency, employment, etc.

Library User Records- Purging

Database purges are part of the normal library process to keep our database current and free of old, expired library card numbers and associated information. Cardholder records considered for purging may include the following:

- Those expired for two or more years.
- Those with no associated replacement costs.
- Those with a monetary balance below the threshold determined at the time by the Library Director.

Common Borrower Card (CBC)

The Goffstown Public Library is a member of GMILCS, Inc., a multi-type library consortium. With our membership in GMILCS our cardholders can use most services and materials from other libraries (please see our CBC brochure for specific details and updates). A valid Goffstown Library card must be presented when checking out materials from another GMILCS library.

Checking out Materials

All materials circulate outside the library building except for reference and local history materials, certain devices, and newspapers. Most library materials circulate for a period of three weeks. Some items circulate for only 7 days. Materials checked out to home service visitors (see Home Service below) circulate for 28 days.

A valid library card must be on file but is not necessary for the circulation of materials; however, a library card in hand expedites the checkout process. If a card is not available, the visitor will be given the option of leaving the books at the circulation desk until they can return with a card, or they may check out materials with an unexpired driver's license or government issued ID.

Renewals

Most materials may be automatically renewed, or renewed by telephone, in person, or by accessing your account online. Please monitor renewals through your cardholder account. Materials checked out to home services cardholders (see Home Service below) may be renewed once from the original due date for 28 days if no other cardholder has placed a hold on the item. The renewal of materials obtained through interlibrary loan requires library staff intervention and may take additional time to process the request.

Overdue Materials

Library materials are overdue when they remain checked out two days past the due date without return or renewal. Courtesy notifications are sent to cardholders in the method selected at the time a library card is requested. After forty days overdue the library will mail a Final Notice Bill to the cardholder for material replacement costs and fees. The library card becomes invalid until the balance on the card falls below \$3.00.

Lost/Damaged Materials

If library materials are lost or damaged the cardholder is required to make payment equal to the cost to replace the item(s) as determined by the Goffstown Public Library.

The Library does not accept replacement copies. Lost items found and returned within two weeks of payment may be eligible for reimbursement. Charges for billed items will only be waived upon return of the item(s) prior to deletion from the database. If an item is lost from another GMILCS library, that library will determine charges and payment. A non-refundable processing fee may be charged per item for all billed library materials.

Returned Checks Policy

A fee of \$25.00 plus all associated bank fees will be charged to the cardholder per RSA 80:56.

Credit Card Payments

The Goffstown Public Library accepts credit card payments through the online catalog at www.goffstownlibrary.com for lost or damaged materials, fines, and fees. This service is only available to the member through their home computing or mobile device, or a public PC at the library; credit card payments are not accepted at the Circulation Desk. There may be a non-refundable convenience fee charged to the cardholder per transaction.

Requesting Materials and Interlibrary Loan

Cardholders can place hold requests online for materials listed in our online catalog using their library barcode and password (see a staff member to request). Occasionally, a cardholder may receive a restricted message prohibiting their request from being placed online. If an item is restricted from being requested directly by a cardholder through the online catalog or, if a desired title is not found in the online catalog, the individual should contact our Circulation Desk to ask for assistance in obtaining the item through Interlibrary Loan (ILL). Interlibrary Loan materials may be located elsewhere in New Hampshire, including colleges and universities, or from an out-of-state location. All user fees charged by the out-of-state lending library are paid by the individual along with a \$5.00 postage fee, payable to the Goffstown Public Library. Interlibrary Loan is not available through the Common Borrower Card service.

Returning Materials

Library materials may be returned to the Circulation Desk when the library is open, in the book drop located next to the main entry, or at another GMILCS library. The book drop at the library is emptied prior to opening and periodically throughout the day. Materials returned to another GMILCS library will be checked in and delivered to Goffstown via a courier service.

Overdue Fines

As of June 17, 2020, no overdue fines accrue for Goffstown cardholders. Fines charged prior to that date remain on cardholder accounts.

Beyond Books

The Goffstown Public Library circulates items “beyond books”, including but not limited to a telescope, children’s literacy kits, and LCD projector. The user must be a Goffstown Public Library cardholder, and some items may only be checked out by an adult cardholder. The loan period and renewals available varies by item. The cost to replace these items is greater than a physical book. Patrons are responsible for lost or damaged items; this includes repair or replacement.

Mobile Hotspots

A hotspot is a small, portable device that allows the user to connect to Wi-Fi internet from a computer, tablet, smartphone, or other internet connecting device. The Goffstown Public Library lends Mobile Hotspots to Goffstown Public Library cardholders in good standing who are 16 years old or older. Before borrowing a GPL Mobile Hotspot, each borrower must carefully review and sign a Mobile Hotspot Use Agreement. The loan period is 3 weeks with no renewals. After 3 weeks, the hotspot may be checked out by the same cardholder if there are no other requests, however, the cardholder must bring the hotspot into the library to be checked for damage or missing components. One hotspot may be checked out per library card. The borrower must be a Goffstown Public Library cardholder.

Museum Passes

Museum passes are funded generously by the Friends of the Goffstown Public Library. Passes can be reserved up to three weeks in advance by telephone, in person, or through our online system by cardholders of the Goffstown Public Library. Passes can be checked out up to three days prior to the reservation date. Only one museum pass reservation can be checked out per day, per cardholder. Some museums allow up to two reservations per day. Only two passes can be checked out per week, per cardholder. Cardholders may reserve both passes by telephone, in person, or via the online reservation system. Museum passes are not available through the Common Borrower Card service.

Donations

Donations of used books and other materials are accepted. There is no guarantee donations will be added to the library's collection (see "Collection Development Policy"). All items are accepted except for textbooks, "Reader's Digest Condensed" books, magazines, cassettes, VHS movies and those items obviously damaged. Materials not added to the library collection will follow the library's established Receiving and Deaccessioning Gifts Policy, most often donated to the Goffstown Friends of the Library book sale events.

Home Service

Goffstown residents may request home service if they are unable to visit the library, due to advanced age, long-term illness (lasting longer than 60 days) or permanent illness or disability, a lack of a vehicle/driver's license, and have no one who can visit the library on their behalf. After determining their eligibility, library staff will arrange initial visits with individuals to discuss reading, viewing, and listening interests, and issue a library card if they are not yet a cardholder. Based on this conversation, library staff will select materials, and schedule delivery and pickup times with cardholders.

Home service cardholders may borrow any circulating materials for a period of 28 days, with one renewal allowed. Home service cardholders are responsible for charges as stated in the Lost/Damaged Materials section above.

The decision to extend home service to an individual is determined by available staff resources and is at the ultimate discretion of the Library Director.

TITLE XVI LIBRARIES

CHAPTER 201-D STATEWIDE LIBRARY DEVELOPMENT SYSTEM

Section 201-D:11

201-D:11 Library User Records; Confidentiality. –

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

[Paragraph II-a effective January 1, 2026.]

II-a. All library records related to a minor's current borrowing of printed library materials and audio-visual materials, such as DVDs and CDs, shall be available to either parent or the legal guardian of the minor when requested by either parent or the legal guardian of the minor, or the parent or legal guardian of the minor whose address matches that on the library account or who is listed on the library account.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

Source. 1989, 184:3, eff. July 21, 1989. 2009, 273:1, eff. July 29, 2009. 2025, 273:1, eff. Jan. 1, 2026.

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